

Community Care Access Centre (CCAC) – Oxford

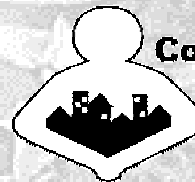
Annual Report 2003-2004

For further information please contact:

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Wayne Garner, Board Chair

John Oosterink, Executive Director



**Community Care
Access Centre
(CCAC) – Oxford**

CCAC OXFORD VISION
EACH LIFE LIVED TO ITS
FULLEST

CCAC-OXFORD'S MISSION

CCAC-OXFORD, IN PARTNERSHIP WITH THE COMMUNITY, IS COMMITTED TO PROVIDING INFORMATION AND FAIR AND EQUITABLE ACCESS TO COMPREHENSIVE, QUALITY CASE MANAGEMENT AND HEALTH & SUPPORT SERVICES THAT ENABLE INDIVIDUALS IN THE COUNTY OF OXFORD TO MAINTAIN THEIR OPTIMAL INDEPENDENCE.

WE VALUE...

- AND RESPECT THE DIGNITY OF EACH INDIVIDUAL
- FLEXIBILITY TO EACH CLIENT'S PERSONAL SITUATION
- SUPPORT TO ALL THROUGH A RELATIONSHIP BASED ON CARING, TRUST AND UNDERSTANDING
- EQUITY AND FAIRNESS FOR ALL PEOPLE
- ACCOUNTABILITY FOR THE PROGRAMS AND SERVICES WE DELIVER.

BOARD OF DIRECTORS

As of March 31, 2003

Mr. Wayne Garner, Chair
(Appointed February 16, 2003)

Mrs. Nelda Kiddie
(Appointed February 16, 2003)

Mrs. Elizabeth Mayberry
(Appointed February 16, 2003)

Mr. Don Shelton
(Appointed February 16, 2003)

Mrs. Carolyn Streefkerk
(Appointed February 16, 2003)

Mrs. Gail Puddicombe
(Appointed February 16, 2003)

Mr. Ernie Wilson
(Appointed February 16, 2003)

Mrs. Ferne Woolcott
(Appointed February 16, 2003)

John Oosterink, Executive Director
(Appointed February 16, 2002)

A Message From the Chairman and the Executive Director

In recent years, Community Care Access Centres have made significant strides in being recognized as an essential component of a strong health care system. Through the dedicated efforts of our board, staff and community partners, CCAC-Oxford has actively contributed to the advancements made in the home and community care sector. We are pleased to reflect on our achievements through this annual report.

Planning for future renewal in the community health care sector by both the federal and provincial government, CCAC-Oxford engaged in an extensive strategic planning process. Leadership in innovation, coordination and integration of health care delivery, was the key focus of a three-year plan that will meet the unique and changing needs of our community.

We are very proud to be recognized by the Canadian Council for Health Services Accreditation (CCHSA) and have received a 3-year accreditation status. CCAC-Oxford is recognized as an organization that manages change, shows leadership in new initiatives, links together community care providers and fosters a work environment that truly reflects our values of respect, flexibility, care and trust. These qualities have ensured our success in meeting our accountabilities to the Ministry of Health and Long Term Care and to the residents of Oxford County.

In 2003/04, CCAC-Oxford was the first CCAC in the province to fully implement the RAI-HC Client Assessment Instrument for long-stay clients. This standardized assessment tool assists our case managers in determining client care needs and the services they require to remain as independent as possible in their own home or community.

CCAC-Oxford continues to support and recognize the valuable role of caregivers in the well being of many of our clients. In the fall of 2003/04, CCAC-Oxford hosted our "Heroes in the Home" event and was pleased to present twenty-seven awards to caregivers in the community who provide support for their family members/friends. Five Awards of Excellence were presented to health care professionals who dedicate their careers to the care of others.

Of course, no year is without challenges. As operating costs continue to rise along with increased service demands, CCAC-Oxford worked very hard to deliver appropriate services to our community within available resources. Through significant administrative cost recovery strategies and one-time funding from the Ministry of Health and Long-Term Care, CCAC-Oxford was able to address the needs of our clients.

This past year has been one of considerable learning, growth and development in all aspects of our organization. The future holds more opportunities and challenges. We look forward to further revitalization of the community care sector and are confident CCAC-Oxford is well positioned to succeed in increasing our capacity to care for the residents of Oxford County.



Wayne Garner
Chair, Board of Directors



John Oosterink
Executive Director

**GOAL: COLLABORATE
WITH COMMUNITY
PARTNERS TO
IMPLEMENT EFFICIENT
AND EFFECTIVE
STRATEGIES FOR
SERVICE DELIVERY**

***"IT'S GREAT TO GET
FEEDBACK FROM YOUR
CLIENTS AND COMMUNITY
PARTNERS TO KNOW HOW YOU
ARE DOING AND HOW YOU CAN
MEET OR EXCEED STANDARDS
OF SERVICE DELIVERY,"***

1.0 Community Partnerships

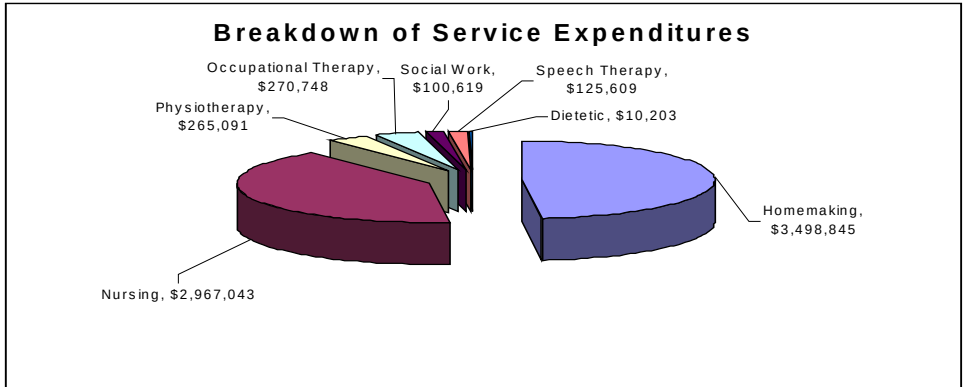
In 2003-04, CCAC-Oxford worked with many community health care agencies, local hospitals and the District Health Council to collaborate and deliver health care services that would meet the needs of our community.

- Planning and collaboration with the Thames Valley District Health Council and Oxford Health Systems Planning Committee to address health system issues within the County of Oxford.
- A new program for wound care standards was developed in collaboration with CCAC and our nursing providers to deliver an effective wound care management program that supports positive outcomes for clients.
- CCAC-Oxford is a key partner in the Oxford County Cancer Services Network, a local network established to integrate and coordinate cancer services for people in the community of Oxford. Over the past year, a Cancer Care Kit containing information and resources for cancer patients and their families was developed and distributed across the county. CCAC-Oxford has been an active participant in the development of the Cancer Care Ontario Provincial Cancer Plan for the region.
- The Oxford Health Education Network provides leadership for shared and coordinated health education opportunities for health care professionals of Oxford County.
- The Community Advisory Council (CAC) administered a stakeholder survey in 2004 to identify gaps in service delivery and is working to identify opportunities that will improve health care in the county, striving for a seamless system of care. The CAC is represented by the CCAC, local hospitals, long-term care facilities and community service agencies.
- The Geriatric Assessment Program (GAP) is a team of experienced healthcare professionals who work closely with community agencies and specialized geriatric services in the region to foster independence with elderly people living in our community. This past year the GAP team developed a teaching program for hospital nurses to enhance assessment skills for elderly patients, focusing on the whole person, physically, emotionally, socially and mentally.
- CCAC-Oxford is a key partner in the Dementia Network for Oxford County and was successful in developing several new resources including a Driving and Dementia Tool Kit that has been distributed to all physicians in the county.
- In collaboration with London-Middlesex, Elgin and Haldimand-Norfolk, the Palliative Care Committee developed and implemented new tools for pain and symptom management to assist in end of life care for palliative care clients.

**GOAL: DEMONSTRATE
EFFECTIVE AND
EFFICIENT OPERATIONS**

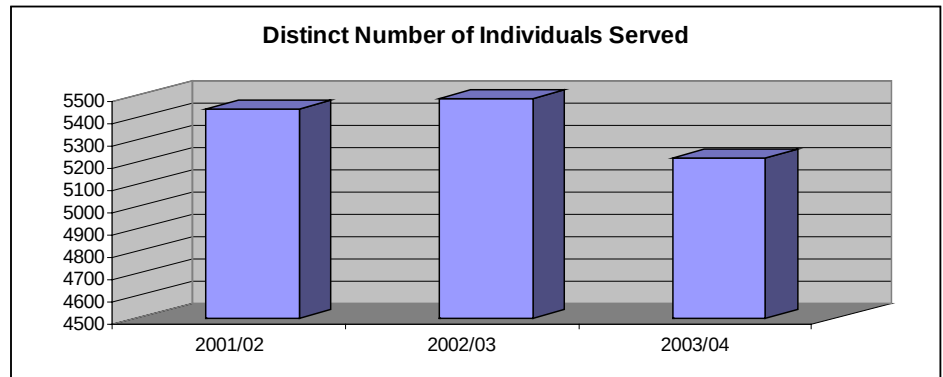
2.0 Financial/Statistical Information

CCAC-Oxford's funding for 2003/04 was \$12,733,527. This fiscal year we were challenged by significant cost pressures and ended with a deficit of \$679 or (.006%). We were able to achieve a balanced budget through significant administrative cost savings measures and we received some additional one-time Ministry funding.

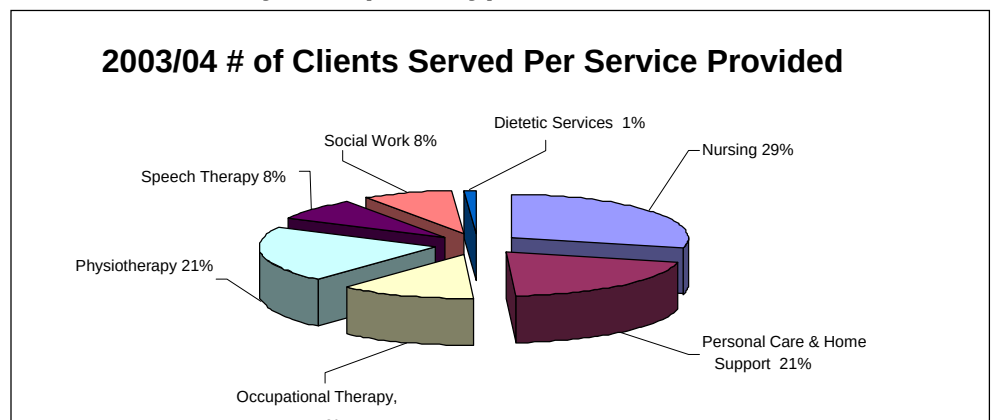


Total Number of Discrete Individuals Served

CCAC-Oxford served a total of 5,220 individuals in 2003/04, which is 5% decrease from the number of clients served in the previous year (5486 clients served in 2002/03). 646 referrals were processed for long-term care placement, and 313 clients received geriatric assessments and follow-up in our Geriatric Assessment Program and approximately 400 children received services in school.



Clients Served by Discipline/Type of Service Provided



*"THE ORGANIZATION HAS
MANAGED CHANGE, SHOWED
LEADERSHIP IN NEW REQUIRED
INITIATIVES, WORKED TO
BRING TOGETHER COMMUNITY
CARE PROVIDERS, AND
FOSTERED A WORK
ENVIRONMENT THAT TRULY
REFLECTS ITS VALUES OF
RESPECT, FLEXIBILITY, CARE
AND TRUST" (CCHSA, 2004)*

**GOAL: CONTINUOUSLY
MONITOR AND IMPROVE
THE QUALITY OF SERVICES
TO CLIENTS**

*"WHAT I LIKED MOST WAS
THAT THE SERVICES WERE
THERE IF I NEEDED IT.
NURSING, OCCUPATIONAL
THERAPY AND HOMEMAKER. I
GOT WHAT I NEEDED AND
OVER TIME I GAINED MY
INDEPENDENCE AS A RESULT"
(CLIENT FEEDBACK)*

3.0 Performance – Major Achievements

- CCAC-Oxford was the first CCAC in the province to fully implement the RAI-HC Client Assessment Instrument for long-stay clients. This new assessment tool ensures that service plans are consistent with client needs.
- A client prioritization tool was utilized to determine the priority of client needs ensuring clients who need the service the most received it
- In 2003/04, CCAC-Oxford continued to provide support and relief for people providing care for an eligible person at home. Our objectives for the year were to identify the needs of the caregivers in our community and to raise awareness of the valuable role of caregiving. A client needs assessment tool was developed in 2003/04 and will be implemented in 2004/05 in collaboration with our community partners.
- CCAC-Oxford hosted our "Heroes in the Home" event to honour and recognize non-professional caregivers from across our community - people who care at home for a loved one with an illness or disability. This event brings the community together for an afternoon to acknowledge the important contribution caregivers make to those individuals needing care.
- CCAC-Oxford continued to expand the provincial Information and Referral database, as well as to ensure that our staff receive ongoing support and training in managing the database and information and referral calls.
- In the past year, CCAC-Oxford responded to 1,838 requests for information on community resources, processed 1779 referrals for service from hospitals and 1000 referrals for service from our community.
- 646 referrals for placement into long-term care homes were processed, with 320 admissions completed.

Client Satisfaction Results:

In Home Services: The results of our first Client Satisfaction interim report for 2003/04, gave us reason to celebrate. Respondents to the survey demonstrated a positive satisfaction rating from 87% of clients and more than nine out of ten clients (92%) agree with the statement "Overall, I am satisfied with my contacts with Community Care Access Centre". 100% of clients responding to the survey report that they would recommend the service to family and friends. Clients were most satisfied with the attitude/humanity and the degree of professionalism with which services are delivered.

Placement Services:

CCAC-Oxford plays a significant role in supporting clients and their families in the decision-making and application process regarding long-term care placement. In 2003-4, 92% of the clients surveyed strongly agreed or agreed that they were satisfied with their experience with CCAC. A significant majority of the clients/family members responding demonstrated that they understood the application process; were able to make an informed choice; understood the type of care that would be provided at their chosen facility; and, that their expectations were met.

**"THE CCAC-OXFORD
ACHIEVED VERY GOOD AND
CONSISTENT RATINGS FOR ALL
FOUR QUALITY DIMENSIONS.
THE ORGANIZATION IS TO BE
COMMEDED FOR THIS
ACHIEVEMENT, WHICH
DEMONSTRATES ITS
COMMITMENT TO MAKING THE
DELIVERY OF CARE AND
SERVICE TO CLIENTS A
PRIORITY THROUGHOUT THE
ORGANIZATION"
(CCHSA SURVEY REPORT P. 9)**

**GOAL: USE CREATIVE
AND INNOVATIVE
APPROACHES TO MEETING
THE COMMUNITY-BASED
NEEDS OF ONTARIANS.**

**"CCAC-OXFORD MAINTAINS
INNOVATIVE AND SUPPORTIVE
ROLES THAT TRANSLATE INTO
SOLID SERVICE SUPPORT SUCH
AS THE EDUCATION
FACILITATOR, INFORMATION
TECHNOLOGY ANALYST AND THE
GERIATRIC ASSESSMENT TEAM"
(CCHSA, 2004)**

Accreditation Award

Every three years, as part of the accreditation process with the Canadian Council for Health Services Accreditation (CCHSA), health services organizations take part in an assessment that measures them against national health standards. This past fiscal year, CCAC-Oxford participated in the CCHSA survey and received a three-year accreditation status, the highest level of accreditation awarded. The survey itself included a review of documentation, team interviews, facility tours and focus group meetings with various stakeholders. This is the second time CCAC-Oxford has received full accreditation status since its participation in the program in 2001.

Continuous Quality Improvement Achievements

From its CQI activities, CCAC-Oxford expects to exceed its organizational goals by selectively identifying and improving on all aspects of the organization. The Canadian Council For Health Services Accreditation stated that CCAC-Oxford's quality improvement processes are "comprehensive, integrated, and well organized. The processes are part of everyday practice. The communication about quality activities is clear, and is understood and used by the staff".

The following are highlights of CCAC-Oxford's CQI achievements for 2003/04:

- ✓ **Completed the Client Service Delivery Models Project** to improve efficiency-effectiveness of case management practices.
- ✓ **Completed the integration of placement functions with community case management** to reduce duplication and increasing efficiencies in case management services for our clients.
- ✓ **Completed the Administrative Service Delivery Model Project** to streamline and improve efficiency/effectiveness of administrative practices.
- ✓ **Implementation of Documentation Standards for Case Management** to improve consistency of case management documentation and alignment of standards with the College of Nurses DARE process (Data; Action; Response; Evaluation).
- ✓ **Developed/implemented a Common Client Satisfaction Survey** in collaboration with our contracted providers and Perth-Huron CCACs.
- ✓ **Completed Privacy Impact Assessment** to ensure CCAC's policies and practices align with the new privacy legislation.
- ✓ **Developed an Organizational Performance Measurement Framework** to monitor our key performance measures, risk, quality and progress in achieving our strategic directions.
- ✓ **Accreditation:** completed self-assessments and participated in a CCHSA survey in February 2004, comparing our practices to national health care standards in the areas of client services, human resource management, information management, environment and leadership and partnerships.

**GOAL: MANAGE AN
EFFECTIVE
PROCUREMENT AND
CONTRACT
MANAGEMENT PROCESS.**

Service Providers

The following is a list of CCAC-Oxford's Contracted Service Providers:

NURSING SERVICES:

Care Partners • St. Elizabeth Health Care

PERSONAL CARE AND HOME SUPPORT SERVICES:

Community Health Services – Canadian Red Cross • Tillsonburg and District Multi-Service Centre

THERAPIES:

Thames Valley Children's Centre • Physical Relief Health Care • Carol Harrison, Speech & Language Pathology • Karen Cook, Dietetic Services • Anne Heppel, Dietetic Services • Dorothy Drake, Occupational Therapy • Andrea Green, Occupational Therapy • Dianne Blair, Social Work • Dan Davis, Social Work • Jane Hedges, Social Work

MEDICAL SUPPLIES AND EQUIPMENT:

Clark's Pharmasave

OTHER MEDICAL RESOURCES:

Dr. Carter – Geriatric Assessment Program • Dr. Nichols, Medical Advisor

Getting in Touch

The CCAC-Oxford coordinates nursing, personal care and home support and therapy services for residents of Oxford County, provides information and referral to community services and placement into long-term care homes. If you, a family member, or a friend need any of these services, you can reach us by telephone, Monday – Friday from 8:30 a.m. – 8:00 p.m. and Saturday, Sunday and Statutory Holidays from 8:30 a.m. – 4:00 p.m.

Office Location: 1147 Dundas Street, Woodstock, ON N4S 8W3

Phone Numbers: 519-539-1284 Toll Free: 1-800-561-5490

Website: <http://www.oxccac.on.ca>

